Project Support Specialist – GS-11

Introduction

The Project Support Specialist is a developmental position. The incumbent will develop skills through on-the-job training and courses that will aid the accomplishment of Directorate/Project objectives. During the training period, the employee will rotate through several Project/Directorate organizations in order to understand the full scope of project support/control. Major duties include the following:

Core Requirements:

The Project Support Specialist assists the Deputy Project Manager for Resources (DPM/R) and the Project Support Manager (PSM) in the coordination and execution of all staff activities. The duties include:

Data Management

Operates and maintains the Project's Technical Library. Administers the automated databases of documentation contained in the library. Ensures the accuracy and currency of document holdings. Ensures that contractually required deliverable documentation is received, reviewed, and coordinated among the Project Technical Staff, contractors, and other NASA organizations in accordance with contract requirements. Provides technical support to Project Library users.

Configuration Management

Monitors support contractor efforts for: updating the configuration management (CM) file system, distributing the CM documentation received from contractors, scheduling Configuration Control Board (CCB) meetings and maintaining status and suspense follow-up on Configuration Change Request (CCR) actions in order to support the Project's CM activities.

Planning and Scheduling

Develops program schedules for advanced planning activities on the Project. Maintains the Project's schedule control system and coordinates all schedule reporting requirements and analysis activities. Serves as the Project's point-of-contact with the spacecraft contractor's schedule manager to monitor program time objectives and alerts management when milestones are unobtainable.

Facilities and Equipment

Serves as the Project's focal point for Project space activities with the Facilities Management Division (FMD) such as: space utilization and surveys, space requirements, identification of general and special purpose space, etc. Makes recommendations to Project Manager as to the most effective utilization of space. Coordinates facilities modifications with the FMD associated with personnel moves, repairs to existing facilities, etc.

Serves as the Project's focal point for requests for telephone changes in concert with physical moves of personnel and establishes move schedules with the Transportation Branch.

Responsible for the control of assigned, controlled property. Monitors and controls Project property to ensure that inventory, protection, and disposition of all property is in accordance with

prescribed regulations. This includes accurate inventory, proper utilization, physical protection, the preparation of applicable forms when property is transferred, shipped, disposed of, or changed by modification.

General Business

Coordinates, collects, and compiles workforce data inputs for budgets and monthly management reports, and prepares variance analyses. Monitors application of in-house labor reported against the Project's allocated workforce levels. Investigates and reports variances to Project management. Makes recommendations and suggestions for controlling workforce variances to Project management.

Plans and controls budget activities for the Project's travel funds. Monitors actual travel costs versus planned expenditures and investigates and reports variances and makes recommendations to Project management.

Develops and generates materials for major reporting activities such as the Resources Status Reviews, Monthly Status Reviews (MSR/Pre-MSR), and other Project presentations. Assignments include gathering technical, financial, workforce, and schedule information from technical managers, the DPM/R, and Deputy Project Manger to be used by Goddard management.

Reviews, coordinates and ensures timely accomplishment of Project efforts requiring Information Technology and Services Division support such as obtaining special presentation charts, vu-graphs, and reproduction.

Initiates small purchase procurement requests and develops lease versus purchase justifications and justifications for other than full and open competition.

Interprets and analyzes data related to project support functions, e.g., personnel, space utilization, ADP equipment needs, property, etc., with the use of a small Personal Computer system to keep management apprised of needs or changes in the administrative/support areas.

Assists in development of the Work Breakdown Structure (WBS) to identify specific tasks for costs and schedule reporting. The WBSs are included in the Project plan, Requests for Proposal, and contracts.

Supports in the development and review of the systems Engineering Integration Management Support Services Contract tasks to identify specific tasks, draft appropriate task descriptions, and track contractor workforce staffing plans. Assists in coordinating award fee events for the Projects Performance Evaluation Boards.

Other Information

Knowledge Required by the Position

1. Knowledge of and ability to apply principles of general business support in planning, status reporting, configuration control, and coordinating of activities as practiced by NASA and contractors.

2. Ability to interpret and analyze data related to project administrative functions with the use of a Personal Computer system.

3. Ability to apply the principles and knowledge of Military Standards and Specifications as applied by contractors to NASA procurements for duties in configuration control.

4. Verbal and written skills are required.

5. Knowledge of NASA policies and procedures and procurement regulations.

6. Ability to effectively meet and deal with personnel both internal and external to GSFC.

7. Knowledge of Configuration Management Control (CMC) and the application of procedures as practiced by NASA and contractors.

8. Ability to apply principles and knowledge of various planning and scheduling techniques such as Program Evaluation and Review Techniques (PERT) and Critical Path Method (CPM) as practiced by NASA's contractors.

9. Familiarity with various aspects of spacecraft hardware and software development, and the ability to interpret phasing requirements of critical elements and processes.

Supervisory Controls
The incumbent reports to and receives assignments from the Deputy Project Manager for Resources. The incumbent is expected to perform specific duties independently and to exercise a considerable degree of initiative in the completion of assigned responsibilities within the skills and knowledge required. The PSM determines day-to-day priorities and schedules for completion of the assigned work. The work accomplished is reviewed for technical soundness, but the incumbent is responsible for developing the procedures used to accomplish the assigned tasks.

Guidelines
Utilizing the following established documents as guidelines where applicable, the incumbent will monitor, and support the Project. Judgment will be used in selecting and applying documents to the project administrative and configuration management areas of the Project, including:

a. NASA Procedures and Guidelines (NPGs)
b. NASA Policy Directives (NPDs)
c. Goddard Procedures and Guidelines (GPGs)
d. Goddard Policy Directives (GPDs)
e. Project Configuration Management Plan
f. Instruction manuals, handbooks, procedures, and other documentation supplied in support of Project activities.

The incumbent recommends methods and procedures in the application of guidelines to adjust to various differences in project administrative and configuration management techniques used by NASA and contractors.

Complexity
The incumbent is required to collect, interpret, integrate, and analyze data from many sources. Project management uses these analyses to assess the status of a project and to project future trends. In order for these analyses to be as complete and accurate as possible, knowledge of the interrelationships of activities and events comprising a particular phase of a project must be fully realized and understood. The incumbent must also carefully consider and analyze the impact of deviations from plan in order to arrive at recommendations for the application of resources in the most effective and efficient manner.

Development of new techniques and information presentation with appropriate interpretation is required with the constantly changing technology of the aerospace industry.

Scope and Effect
The Project Support Specialist's work products involve the development of contractor and government systems needed to manage and monitor the status of a major U.S. Space program. It is essential that their work be carried out with excellence and the highest degree of effectiveness for the program to be managed successfully. It is essential that these systems (scheduling, configuration management, etc.) function properly in order to monitor the status of the individual elements of the program, develop work-around plans, and report on status in a timely and orderly manner. Failure to maintain this status could result in major programmatic impacts such as schedule delays, cost overruns, etc.

Personal Contacts
Interfaces directly with technical managers and other administrative personnel up to and including the Project Manager.

Interfaces regularly by telephone or by personal contact when travel is necessary, with managers and resources/technical personnel at contractor's plants.

Interfaces daily with on-site contractor personnel.

Purpose of Contacts
Acquisition of data relative to program schedules and other resources functions.

Dissemination of analyses, conclusions, and recommendations.

Participation in discussions and resolutions of problems or potential problems.

Physical Demands
Frequent travel between buildings on Center and occasional travel to contractor's plants is required. The incumbent will be expected to attend meetings where he/she must be attentive and sit for long periods of time.

Work Environment

The incumbent works in a normal office environment, occasionally in a raised-floor computer room, and is not exposed to hazards or other conditions injurious to health; normal safety precautions consistent with the environment are observed.